

The Guardian

Henderson County Sheriff's Office Newsletter



U.S. Secretary of the Interior Ryan Zinke speaks on a federal opioid reduction task force surrounded by federal, state, and local law enforcement

October 2018

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Message from the Sheriff

If any of you attended the Commissioner's meeting on October 1st, you were there to see me utterly blind sighted by the Commissioners' presentation of the Order of the Long Leaf Pine. This recognition was a tremendous honor, but what I think it truly symbolizes is a true testament to the amazing work of my administrative team and the men and women of the Henderson County Sheriff's Office.

Before having the rug pulled out from under me during the meeting, I was operating under the ruse that I was there to recognize a member of my team who has made enormous strides in our Henderson County Jail. This team member had been unable to accept an award at the 2018 NC Jail Administrators' Association meeting in Greensboro the week prior, and I was to have the distinct privilege of recognizing him. We ended up surprising this individual during one of our staff meetings, but I will take this opportunity to share with you why he is incredibly deserving of this recognition from the state. You will find the remarks that I had prepared for the Commissioner's meeting here:



"On behalf of the men and women of the Henderson County Sheriff's Office, and the citizens of Henderson County, I am both grateful and proud for the honor of "Jail Innovations of the Year", which was awarded by the North Carolina Jail Administrators' Association to Captain Neal Urch.

All NC Sheriffs and county Boards of Commissioners understand that our county jails can prove to be our greatest liability risk if not managed competently and humanly by well trained and properly selected staff. Although it is the Sheriff who is entrusted by statute and by the NC Constitution to provide for safe and accountable operations, our jails belong to our communities. It is our jail administrators, like Captain Urch, and their often-unsung staff, who provide the necessary and delicate balance of safety with compassion, regulation with empathy, and deference to lawful orders of the courts, while respecting the dignity of all entrusted to our care.

Captain Neal Urch came to our agency as a proven Jail Administrator with a reputation for thinking out of the box, challenging established but ineffective paradigms, and blending accountability with support and encouragement for his jail team. Captain Urch is proof that it is not only possible, but preferable when "old school" is open to positive change for the good of the Office of the Sheriff, and the wellbeing of all the citizens whom we serve.



His blend of leadership accountability with compassion and common sense, has resulted in a much improved and safer jail. He has garnered enthusiastic support from various community nonprofit groups, faith organizations, and education providers all with the intention of reducing inmate recidivism to our jail. His work with mental health care providers has helped create greater opportunities for those entrusted to our care from the time of incarceration so that they can leave our facility more prepared to continue positive aftercare.

Captain Urch is also responsible for bringing the Positive Behavior Modification concept to the Henderson County Jail as well as special training for a Special Operations Group team to ensure safety and operational control of our jail at all times. Based on the demonstrated effectiveness of this model under the leadership of Captain Urch in another facility, I am certain that it will result in increased safety, accountability, and a more positive environment from which we can continue to better serve our staff and our citizens.



Again, as sheriff, on behalf of our agency, and the citizens of Henderson County, "Thank you to the North Carolina Jail Administrators' Association for recognizing the innovative contributions of a man that I consider a gifted and humble leader."

Sheriff Charles S. McDonald

A few Henderson County jail innovations introduced by Captain Neal Urch can be found by visiting the links below:

[Henderson County Special Operations Group aims to make jail safer](#) (WLOS)

[Community confronts opioid, substance abuse at forum](#) (Times-News)

[6 Henderson County inmates graduate from life skills program](#) (WLOS)

[Breaking the Jail Cycle](#) (Henderson County website)

[In deadly year for jails, local Special Operations Group forms](#) (Times-News)

Upcoming Events

Village of Flat Rock Document Shred / Pill Collection Event (10/13)

A Document Shred / Pill Collection Event is scheduled for [Saturday, October 13, 2018 from 10am-12pm](#) at the Village of Flat Rock Town Hall. Residential shredding is open to residents of Henderson County.

National Take Back Day Pill Collection Event (10/27)

A drive-through pill collection event is being offered on [Saturday, October 27, 2018 from 10am-2pm](#) at the Henderson County Sheriff's Office. This event is part of the National Take Back Initiative sponsored by the US Drug Enforcement Agency and Safe Kids North Carolina. Thank you to Hope Rx, Wingate University and Sheriff's Office staff for making this event possible!

Civil Sale - 2010 Ford Flex (10/31)

This sale of personal property will take place at the Henderson County Sheriff's Office Impound Lot (400 4th Ave. E) at 10am on October 31, 2018. More information can be found on the [Sheriff's Office website](#).

Halloween at HCSO (10/31)

Looking for a safe trick-or-treating option? Stop by the Sheriff's Office on [Wednesday, October 21, 2018 from 5pm-7pm](#). Our office is located at 100 North Grove Street and a short walk from the Trick or Treat Street Activities on Main Street.

Civil Sale - Real Property (11/7)

This sale of real property will take place at the Henderson County Courthouse (200 North Grove Street) at 10am on November 7, 2018. More information can be found on the [Sheriff's Office website](#).

To view all upcoming events, visit the [Sheriff's Office Calendar](#).

Hometown Heroes

Henderson County Sheriff Charles S. McDonald honored with the Order of the Long Leaf Pine

Sheriff Charles McDonald was inducted into the Order of the Long Leaf Pine on October 1, 2018.

[Read the Times-News story](#)



Hunter Automotive Hometown Heroes

Congratulations to Sergeant Jordan Warren and VIP Danny Livingston for receiving this year's Hunter Automotive Group Hometown Heroes Award for the Henderson County Sheriff's Office.

[Click](#) to see the other winners and watch a video about the ceremony!



Jail Administrator Recognized with State Jail Innovations Award

Captain Neal Urch was recognized by the NC Jail Administrators' Association for Jail Innovations of the Year at their 2018 conference.



Stork Award

The Henderson County Sheriff's Office gives a 'Stork Award' to telecommunicators when they help deliver a newborn through emergency medical dispatch. We are happy to announce Telecommunicator Emily McIntyre has achieved this honor!



In the early morning hours on September 25, 2018, Emily McIntyre received a call in reference to a woman in labor. Emily did a fantastic job following emergency medical dispatch and keeping the father calm throughout the delivery process. A baby boy was completely delivered before the fire department had arrived on scene.

Sheriff Charles McDonald recognized Telecommunicator McIntyre on October 19, 2018 with a certificate and stork pin.

Smash & Grab Case Solved

On September 19, 2018, the following deputies were awarded with a commendation for their work in solving a case involving multiple vehicle breaking and entering's occurring earlier this year.



Deputy Riley, Deputy Parker, Sheriff McDonald, Deputy Hendrix and Cpl. Orr

Congratulations to Sergeant Kenny Clamser, Corporal Cory Justus, Corporal Matt Orr, Deputy Ryan Hendrix, Deputy Scott Lindsey, Deputy Jeremy Parker and Deputy Crystal Riley!

From April 2018 to June 2018 the Sheriff's Office received 22 reports for breaking and entering of vehicles. Items stolen were typically left in plain sight and accessed using the 'smash and grab' method. These 22 reports do not include additional offenses occurring within the city limits of Hendersonville. These offenses were primarily occurring at various parks in the county and businesses where a suspect might expect to find a victim leaving their purse inside their vehicle.

Sergeant Kenny Clamser was assigned these cases and followed up on various leads and information that became available, to include interviewing potential

suspects that were subsequently ruled out. As the incidents of "smash and grab" type breaking and entering's continued, Sergeant Clamser requested the assistance of the park deputies. Park Deputies Crystal Riley and Jeremy Parker, along with Deputy Ryan Hendrix, provided assistance in various ways that ultimately led to a successful resolution of this case. Some of the tasks completed by these deputies included extra patrols in the areas of occurrence, surveillance, following up on leads and providing updated information, collecting evidence and eventually seeking out and locating the offenders in this case.

Corporal Cory Justus, Deputy Scott Lindsay, Corporal Matt Orr and Deputy Ryan Hendrix also assisted in the investigation, surveillance, and subsequent interviews of the suspects.

Warrants were obtained against Dennis O'Neal Pack with a total of 44 charges, including Breaking and Entering into a motor vehicle, Felony Larceny, and Misdemeanor Larceny. The Hendersonville Police Department took out additional charges against Dennis O'Neal Pack and Ashley Watkins.

Sergeant Clamser, Corporals Justus and Orr, and Deputies Hendrix, Lindsay, Parker, and Riley deserve recognition in their diligence in solving this case. These crimes were successfully resolved because of their efforts, teamwork, and positive attitude in communicating and working across various divisions and units. Their commitment to addressing a known crime problem in the community led to the apprehension of the responsible offenders.

Making a Difference

We received a message from a faculty member at Edneyville Elementary. She sent in a photo of Deputy Frank Towle engaging with students at lunchtime. The teacher let us know Deputy Towle helped in the car rider line in the morning and afternoon, spent time in the classrooms, observed a play students were working on and built rapport with students during the entire day.

We love hearing about our deputies making a difference in our schools and the community!



Henderson County Sheriff's Office Deputies made 207 arrests between 9/3 and 9/30. Below are links to some newsworthy arrests and events from the past month.

[2 men, 2 teen boys face charges after break-ins, vandalisms in Henderson Co.](#)(WSPA)

[Two face drug charges after search of home in Mills River](#) (Times-News)

[Federal Opioid Reduction Task Force Initiative Leads to 76 Arrests in North Carolina Indian Country](#) (USDOJ)

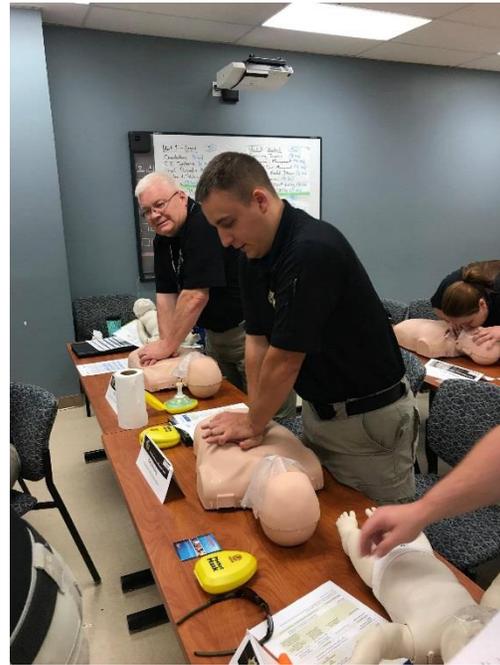
Detention Officer Certification Course Graduation

On Friday, September 7, 2018, the Henderson County Sheriff's Office and Blue Ridge Community College celebrated the graduation of the most recent group of Detention Officer Certification Course (DOCC) students. The Sheriff's Office and Community College partnered to offer the program to detention officers from across the region.



Twelve students from Buncombe, Henderson and Jackson counties began class on August 6th and completed their state exam on September 7th. The ceremony and reception were held at the Bo Thomas Auditorium and attended by representatives from law enforcement agencies, the college and family members of the graduates. Dr. Laura Leatherwood, President of Blue Ridge Community College, welcomed guests to the ceremony. The Henderson County Law Enforcement Honor Guard presented the colors and the invocation was given by Henderson County Sheriff's Office Chaplain, Terry Tweed.

Lieutenant Tim Fuss acted as the DOCC School Director assisted by Training Coordinator Corporal Stephanie Cantwell, BRCC Law Enforcement Director Sherry Phillips and a panel of local law enforcement instructors from Henderson and surrounding counties. The state mandated course load requires 174 hours of instruction, but these students completed 189 hours of instruction. Extra hours were built in to account for contraband searches, a mock trial for investigative process, and extra time for review sessions. The syllabus included five weeks of instruction that included Ethics, Criminal Justice Systems, Processing Inmates, Legal, Medical Care in the Jail, Report Writing and Notetaking, Contraband, Subject Control Arrest



Detention Officers Timothy Smith and Zachary Bowling complete CPR training

Techniques, Fire Emergencies, First Aid and CPR, Investigative Process, Suicide and Crisis Management, Aspects of Mental Illness, Supervision and Management, Transportation of Inmates, Communication Skills, Patrol and Security Functions, Mock Trial, Prison Rape Elimination Act (PREA), and more. Many mornings students were required to complete physical training sessions and they completed physical fitness assessments throughout the course.

During the ceremony, Lieutenant Fuss thanked the instructors and the students' families and coworkers for the sacrifices they made to allow these students to further their education and careers. The class president, Buncombe County Detention Officer Airyhannah Hansen, gave class remarks. She thanked the instructors and explained how the graduates had become a family over the past month. The presentation of the 'Cell Block Awards' and class certificates followed.

Congratulations to the following DOCC graduates:

BUNCOMBE COUNTY DETENTION FACILITY: Kameran Garris, Airyhannah Hansen, Mark Hobbs, Isaiah King, John Shore

HENDERSON COUNTY DETENTION FACILITY: Zachary Bowling, Kiel Boyette, Latasha Hord, Michael Polk, Timothy Smith



JACKSON COUNTY DETENTION FACILITY: Kaitlin Bradley, Mandy Douglas

Cell Block Awards:

LEADERSHIP AWARD: Airyhannah Hansen

HIGHEST CLASS AVERAGE: Zachary Bowling

HIGHEST STATE EXAM AVERAGE: Mandy Douglas and Timothy Smith

Jail Captain Neal Urch gave the closing remarks and stressed the critical job Detention Officers do to protect the community. He challenged the graduates to lean on each other and their coworkers as they embark on a career that has many stresses and challenges. Above all, he encouraged the officers to tell their coworkers and their families they love them because we don't know what the future holds.

Detention Officers are often unsung heroes, but they play a vital role in keeping our communities safe. Congratulations to these officers and best of luck as they further their law enforcement careers.

Recent Events

9/11 Ceremony

The Henderson County Fire & Rescue Honor Guard had a need for two riflemen for the color guard detail at the 9/11 Memorial Service. Deputy Jason Tweed and Deputy John Dunn stepped up and did a wonderful job in the combined detail. They were complimented as being very professional, reverent and willing to help.



Etowah Document Shred & Pill Collection Event

Hope Rx, TRIAD Henderson County and HCSO staff collected 66.31 pounds of medication at the event sponsored by United Community Bank in Etowah. Thank you to all who participated!



Visit to Upward Elementary

Thank you Deirdre Stepp for sending us a photo of Deputy Tyler Messer making new friends during lunchtime at Upward Elementary!



Fiesta Hendersonville

Officer Massey from Hendersonville Police Department, Corporal Montoya and Deputy Collier took a moment to pose for a photo during Hola Carolina's Fiesta Hendersonville. Deputies handed out badge stickers, public safety information and interacted with community members at the event.



Community Organization Tours the Jail

Members of the local chapter of the NAACP recently toured the Henderson County Jail with Captain Neal Urch. These citizens spoke with jail staff, medical staff and inmates to hear about the challenges facing correctional facilities and opportunities to better serve those who are incarcerated.



Aging in Place Conference

We had a great team assembled from the Sheriff's Office and Hope Rx collecting medications at this year's 'Aging in Place. It's in your Future' conference held at Blue Ridge Community College!



Civil Sale

Deputies wore their auctioneer hats on September 26th for the civil sale held on the courthouse steps!



VIPs

A large number of people flooded to Jackson Park to hear music, eat food, learn about agriculture in Henderson County and hear from numerous organizations and non-profits at the 2018 Farm City Day.



This event is made safer for pedestrians thanks to the great service provided by our volunteers!

Bomb Squad

Deputy Brad Reece and Deputy Steve Ridgway, of the HCSO Bomb Squad, brought the bomb truck, bomb suit and Johnny the bomb robot out to Farm City Day.



Festival participants learned about the capabilities of this FBI accredited team and the types of calls they go on.

Community Helpers

Sgt. Paul Blackwell visited with students at Mud Creek Christian School during their community helpers week. He gave them two thumbs up!



Photo credit: Mud Creek Christian School

Informational Videos

Captain Neal Urch and the staff at the Henderson County Sheriff's Office are creating informational videos for inmates in the Henderson County Detention Center. We visited [WTZQ Radio](#) to record the audio that covers information, safety protocols and rules for those entering our facility.



The incomparable Mark Warwick will be loaning his voice to narrate the informational videos. Thank you to David Vaughn (DV3) for recording the Spanish versions of the audio featuring the voice of HCSO's own Marian Grider.

We thank WTZQ for being a 'Q-munity' partner and helping us to better serve and protect the inmates entrusted to our detention officers' care.

Did you know?

October is Domestic Violence Awareness Month. The Henderson County Sheriff's Office employs a Victim Assistance Coordinator that is involved with victims of domestic violence and helping connect them to resources. Lauren Brown has provided a message for our Guardian readers below. We thank her for all she does to assist victims of crime in Henderson County!

"My name is Lauren, and I'm the Victim Assistance Coordinator here at the Sheriff's Office. I work primarily with the domestic violence team, the violent crimes division, and the property crimes division. I have a background in psychology and sociology, and helping victims get out of tough situations is my passion.



I'm here to help victims get information about pending cases, seek criminal action, and even assist with civil processes, such as seeking a domestic violence protection order (50-B). I read every report that our patrol deputies take, and make notifications for the arrest and release of offenders. My daily duties are required by NC law, and it can provide a helping hand to those who have never navigated the criminal justice system

before, let alone are in a situation that they don't know if they can get out of. Especially for victims of domestic violence, sometimes it can be very lonely after law enforcement leaves the scene. I'm here to follow up with victims to make sure they are empowered to take care of themselves, their families, and to take action.

According to recent statistics published by the National Coalition against Domestic Violence, 1 in 3 women and 1 in 4 men have been victims of some form of physical violence by an intimate partner within their lifetime, and on average, nearly 20 people per minute are physically abused by an intimate partner in the US. I want to be available for victims to reach out to, because we have a great network of resources here in Henderson County to be able to assist victims with many services. If you or someone you know has been victimized, please reach out to us-we are here to help!"

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